Declaration and Power of Attorney For Patent Application English Language Declaration

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name,

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled

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the specification of	which		
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•		derstand the contents of the above imendment referred to above.	dentified specification,
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Prior Foreign Appli	cation(s)		Priority Not Claimed
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I hereby claim the benefit under	r 35 U.S.C. Section 119(e	e) of any United States provisional
(Application Serial No.)	(Filing Date)	
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(Filing Date)

(Application Serial No.)

POWER OF ATTORNEY: As a named inventor, I hereby appoint the following attom y(s) and/or agent(s) to prosecute this application and transact all business in the Patent and Trademark Office conn cted therewith. (list name and registration number)

Joseph P. Abate, Registration No. 30,328; Margaret Pepper, Registration No. 45,008; Jay H. Anderson, Registration No. 38,371; Ira D. Blecker, Registration No. 29,894; Steven Capella, Registration No. 33,086; Susan M. Murray, Registration No. 38,252; Daryl K. Neff, Registration No. 38,253; Eric W. Petraske. Registration No. 28.459: Marc D. Schechter, Registration No. 28,989; H. Daniel Schmirmann, Registration No. 35,791; Tiffany L. Townsend, Registration No. 43,199;

Todd M. C. Li, Registration No. 45,554; all of INTERNATIONAL BUSINESS MACHINES CORPORATION: John E. Hoel, Registration No. 26,279; Christopher A. Hughes, Registration No. 26,914; Edward A. Pennington, Registration No. 632,588; Joseph C. Redmond, Jr., Registration No. 18,753; all of MORGAN & FINNEGAN, L.L.P.

S nd Correspondence to: Jay H. Anderson, Intellectual Property Law, IBM Corporation, 2070 Route 52,

Hopewell Junction, New York 12533-6531

Telephone: (845) 894-3667 Fax: (845) 892-6363

Direct Telephone Calls to: (name and telephone number)

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Howard Young	
Sale on first inventor's signature	Nov. 10, 2000
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Citizenship Canada	
Post Office Address 12 Mooregate Court, Richmond Hill, Ontario, Canada L4B 3W	

Full name of second inventor, if any Cindy Adiano	
Second Inventor's signature	Date
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Citizenship USA	
Post Office Address 9 Raven Drive, Bryan, TX 77808	

Full name of third inventor, if any	
Navin Enand	
Third inventor's signature	Date
Desidence	
Residence	
18500 Square Sail Road, Cornelius, NC 28031	
Citizenship	
USA	
Post Office Address	
18500 Square Sail Road, Cornelius, NC 28031	
2000 Square Suit Rough Collection, 110 20001	

Full name of fourth inventor, if any	
Martha Ernst	
Fourth inventor's signature	Date
Residence	
2563 South Johnsville Road, Farmersville, OH 45325	
Citizenship	
USA	
Post Office Address	
2563 South Johnsville Road, Farmersville, OH 45325	

Full name of fifth inventor, if any
Harvey Thompson

Fifth inventor's signature

Residence
2 Mulberry Street, Ridgefield, CT 06877

Citizenship
USA

Post Office Address
2 Mulberry Street, Ridgefield, CT 06877

Full name of sixth inventor, if any May Sun Zia	
Sixth inventor's signature	Date
Residence 381 S. Drexel Ave., Bexley, OH 43209	
Citizenship USA	
Post Office Address 381 S. Drexel Ave., Bexley, OH 43209	

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☑ is attached hereto.			
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and was amended	on		
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Tiffany L. Townsend, Registration No. 43,199;

Todd M. C. Li, Registration No. 45,554; all of INTERNATIONAL BUSINESS MACHINES **CORPORATION:** John E. Hoel, Registration No. 26,279; Christopher A. Hughes, Registration No. 26,914; Edward A. Pennington, Registration No. 632,588; Joseph C. Redmond, Jr., Registration No. 18,753;

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Jay H. Anderson, Attorney (845) 894-3667

Full name of sole or first inventor

Howard Young

Sole or first inventor's signature

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Citizenship Canada

Post Office Address

12 Mooregate Court, Richmond Hill, Ontario, Canada L4B 3W

Cynthia

Full	nam	e	of	seco	nd	inventor,	if	any	,
~.	<i>/</i> •								

Cindy Adiano

Second inventor's signature

Date 11-15-2000

Date

Residence

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Citizenship

USA

Post Office Address

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Full name of third inventor, if any	
Navin Enand	
Third inventor's signature	Date
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Residence	
18500 Square Sail Road, Cornelius, NC 28031	
Citizenship	
USA	
Post Office Address	
18500 Square Sail Road, Cornelius, NC 28031	

Full name of fourth inventor, if any Martha Ernst	
Fourth inventor's signature	Date
Residence 2563 South Johnsville Road, Farmersville, OH 45325	
Citizenship USA	- 178
Post Office Address 2563 South Johnsville Road, Farmersville, OH 45325	

Fifth inventor's signature	Date
Residence 2 Mulberry Street, Ridgefield, CT 06877	
Citizenship USA	
Post Office Address 2 Mulberry Street, Ridgefield, CT 06877	

Full name of sixth inventor, if any May Sun Zia	
Sixth inventor's signature	Date
Residence 381 S. Drexel Ave., Bexley, OH 43209	
Citizenship USA	
Post Office Address 381 S. Drexel Ave., Bexley, OH 43209	



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	•	ed States Patent and Trademark as defined in Title 37, Code of	
Section 1.56.			
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Jay H. Anderson, Attorney (845) 894-3667

Full name of sole or first inventor
Howard Young

Sole or first inventor's signature

Date

Residence

12 Mooregate Court, Richmond Hill, Ontario, Canada LAB 3W7

Citizenship Canada

Post Office Address

12 Mooregate Court, Richmond Hill, Ontario, Canada L4B 3W

Second inventor's signature	Date
Residence 9 Raven Drive, Bryan, TX 77808	
Citizenship USA	
Post Office Address 9 Raven Drive, Bryan, TX 77808	

Full name of third inventor, if any Navin Enand	
Third inventor's signature Navin Enand	11/16/00 Date
Residence 18500 Square Sail Road, Cornelius, NC 28031	
Citizenship USA	
Post Office Address 18500 Square Sail Road, Cornelius, NC 28031	

Full name of fourth inventor, if any Martha Ernst	
Fourth inventor's signature	Date
Residence 2563 South Johnsville Road, Farmersville, OH 45325	
Citizenship USA	
Post Office Address 2563 South Johnsville Road, Farmersville, OH 45325	

Fifth inventor's signature	Date
Residence 2 Mulberry Street, Ridgefield, CT 06877	
Citizenship USA	
Post Office Address 2 Mulberry Street, Ridgefield, CT 06877	

Full name of sixth inventor, if any May Sun Zia	
Sixth inventor's signature	Date
Residence 381 S. Drexel Ave., Bexley, OH 43209	
Citizenship USA	
Post Office Address 381 S. Drexel Ave., Bexley, OH 43209	



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Jay H. Anderson, Attorney (845) 894-3667

Full name of sole or first inventor	
Howard Young	
Sole or first inventor's signature	Date
Residence	** *** *******************************
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Citizenship	
Canada	
Post Office Address	
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Cindy Adiano	
Second inventor's signature	Date
Residence P Raven Drive, Bryan, TX 77808	
Citizenship USA	
Post Office Address 9 Raven Drive, Bryan, TX 77808	

Full name of third inventor, if any	
Navin Enand	
Third inventor's signature	Date
Residence	
18500 Square Sail Road, Cornelius, NC 28031	
Citizenship	
USA	
Post Office Address	
18500 Square Sail Road, Cornelius, NC 28031	

Full name of fourth inventor, if any Martha Ernst	
Fourth inventor's signature Martha Wm	19 November 2000
Residence 2563 South Johnsville Road, Farmersville, OH 45325	
Citizenship USA	
Post Office Address 2563 South Johnsville Road, Farmersville, OH 45325	

Full name of fifth inventor, if any Harvey Thompson	
Fifth inventor's signature	Date
Residence 2 Mulberry Street, Ridgefield, CT 06877	
Citizenship USA	141-0.1
Post Office Address 2 Mulberry Street, Ridgefield, CT 06877	

Full name of sixth inventor, if any May Sun Zia	
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Jay H. Anderson, Attorney (845) 894-3667

Date
•

Second inventor's signature	Date
Residence 9 Raven Drive, Bryan, TX 77808	
Citizenship USA	
Post Office Address 9 Raven Drive, Bryan, TX 77808	

Full name of third inventor, if any	
Navin Enand	
Third inventor's signature	Date
Residence 18500 Square Sail Road, Cornelius, NC 28031	
Citizenship USA	
Post Office Address 18500 Square Sail Road, Cornelius, NC 28031	

Full name of fourth inventor, if any Martha Ernst	
Fourth inventor's signature	Date
Residence 2563 South Johnsville Road, Farmersville, OH 45325	
Citizenship USA	744
Post Office Address 2563 South Johnsville Road, Farmersville, OH 45325	

Full name of fifth inventor, if any Harvey Thompson	
Fifth inventor's signature Have Lee Wange	Date 11-20-2000
Résidence 2 Mulberry Street, Ridgefield, CT 06877	
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Declaration and Power of Attorney For Patent Application

English Language Declaration

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name,

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled

CUSTOMER RELATIO	NSHIP MANAGEME	NT BUSINESS METHOD	
the specification of wl	nich		
(check one)			
☑ is attached hereto			
□ was filed on	· · · · · · · · · · · · · · · · · · ·	as United States Application No	or PCT International
Application Number	er		
and was amended	f on		
		(if applicable)	
		nderstand the contents of the above in amendment referred to above.	dentified specification,
_		United States Patent and Trademark bility as defined in Title 37, Code of	
Section 365(b) of any any PCT International States, listed below a	r foreign application al application which nd have also identife ertificate or PCT Inte	under Title 35, United States Code, i(s) for patent or inventor's certificate designated at least one country of the box, any emational application having a filing of	e, or Section 365(a) of other than the United foreign application for
Prior Foreign Applicati	ion(s)	·	Priority Not Claimed
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(Application Serial No.)	(Filing Date)	_
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United States or PCT International U.S.C. Section 112, I acknowledge Office all information known to me	application in the manner to the duty to disclose to the to be material to patental	oplication is not disclosed in the prior provided by the first paragraph of 35 United States Patent and Trademark bility as defined in Title 37, C. F. R., f the prior application and the national
or PCT International filing date of th		
		(Status) (patented, pending, abandoned)
or PCT International filing date of th	is application:	

POWER OF ATTORNEY: As a named inventor, I hereby appoint the following attorney(s) and/or agent(s) to prosecute this application and transact all business in the Patent and Trademark Office connected therewith. (list name and registration number)

Joseph P. Abate, Registrati n No. 30,328; Margaret Pepper, Registration No. 45,008; Jay H. Anderson, Registration No. 38,371; Ira D. Blecker, Registration No. 29,894; Steven Capella, Registration No. 33,086; Susan M. Murray, Registration No. 38,252; Daryl K. Neff, Registration No. 38,253; Eric W. Petraske, Registration No. 28,459; Marc D. Schechter, Registration No. 28,989; H. Daniel Schnurmann, Registration No. 35,791; Tiffany L. Townsend, Registration No. 43,199;

Todd M. C. Li, Registration No. 45,554; all of INTERNATIONAL BUSINESS MACHINES **CORPORATION:** John E. Hoel, Registration No. 26,279; Christopher A. Hughes, Registration No. 26,914; Edward A. Pennington, Registration No. 632,588; Joseph C. Redmond, Jr., Registration No. 18,753;

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FIS9-2000-0283-US1

PATENT APPLICATION

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Examiner: Not Yet Assigned HOWARD YOUNG ET AL. Group Art Unit: Not Yet Application No.: Not Yet Assigned Assigned Filed: Herewith For: CUSTOMER RELATIONSHIP MANAGEMENT BUSINESS **METHOD** November 28, 2000

The Commissioner for Patents Washington, D.C. 20231

ASSOCIATE POWER OF ATTORNEY AND CHANGE OF CORRESPONDENCE ADDRESS

Sir:

Pursuant to 37 C.F.R. § 1.34(b), the undersigned attorney, who is a principal attorney of record in this case, hereby appoints the following person as associate attorney to be likewise of record in this case:

C. Lamont Whitham, Reg. No. 22,424.

Pursuant to 37 C.F.R. § 1.33(a), the following correspondence address is specified for communications relating to this application:

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Respectfully submitted,

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Attorney for Applicants Registration No. 38,371

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